

Composites/Attributes	Summary Rate Definition	2013 Top 2 Summary Rates		2012 TMG Medicaid B.o.B. Top 2 Summary Rate
		Mercy Care	All Other Plans	
Call Center/Medical Services	Excellent or Very good	67.8%	45.7%	51.3%
Provider Relations		45.7%	32.5%	39.3%
Network		44.4%	27.0%	29.3%
Utilization & Quality Management		38.2%	24.7%	33.0%
Finance Issues		32.2%	24.3%	31.8%
Pharmacy and Drug Benefits		36.3%	26.5%	28.4%
Cultural Competence or Interpretive Services	Always/ Sometimes	72.5%	NA	NA
Overall Satisfaction and Loyalty		92.7%	NA	80.4%
Recommend to other physicians' practices	Definitely or Probably Yes	95.6%	NA	83.9%
Recommend to other patients		94.5%	NA	83.2%
Overall satisfaction	Very/Smwt Satisfied	87.9%	79.2%	74.0%